

***NATIONAL WEATHER SERVICE POLICY DIRECTIVE 60-10
APRIL 8, 2004***

***Information Technology
FAMILY OF SERVICES***

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

OPR: W/CIO1 (J. Hayes)

Certified by: W/CIO (L. Curran, Acting)

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SUMMARY OF REVISIONS: This directive supersedes NDS Policy Directive 60-10, “Family of Services,” effective April 10, 2003

1. **Introduction.** The Family of Services (FOS) was established to make weather information available to external users. The FOS provides external users access to near real-time weather data and information on high-speed and medium-speed communication services accessed in the Washington Metropolitan area. This directive establishes the FOS to provide weather information to external users.
2. **Objective.** The objective of the Family of Services is to provide the commercial meteorological community, the academic community, and other Federal agencies with access to near real-time weather information.
3. **Authorities and Responsibility.** This directive establishes the following authorities and responsibilities:
 - 3.1 The Telecommunication Operations Center (TOC) of the Chief Information Officer (CIO), is responsible for overall management of the FOS Program, which includes: the management of all FOS subscriber agreements; establishment and collection of all FOS user fees; coordination of all FOS matters with the FOS subscriber community; notifying the FOS community of all change notices; and management of the FOS Web Page.
 - 3.2 The TOC is responsible for operating the FOS circuits, including real-time technical and operational coordination with FOS users and the telecommunications common carriers. The Data Management team, of the Operations Support and Performance Monitoring Branch (CIO11), is responsible for adding, deleting, or changing products on FOS circuits upon request from the FOS Program Leader, and investigating and correcting software-related transmission problems.

4. Measuring Effectiveness. Measuring effectiveness with this policy will be accomplished by the number of users connecting and customer satisfaction.
5. References. This policy directive is supported by the references and glossary of terms listed in Attachment 1.

Signed by March 25, 2004
Brigadier General David L. Johnson, USAF (Ret.) Date
Assistant Administrator for Weather Services

Attachment 1

GLOSSARY OF TERMS AND SUPPORTING INFORMATION

References

1. Data Management Family of Services Web Page
(<http://www.nws.noaa.gov/datamgmt/fos/fosindex.html>).

Terms